GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3301
ANSWERED ON:10.08.2015
e-Ticketing
Yadav Shri Om Prakash

Will the Minister of RAILWAYS be pleased to state:

a) whether the Railways are aware that many a times e-ticket are not booked on the IRCTC website but amount is deducted from the users account;

(b) if so, the number of e-tickets not booked and amount deducted during June, 2015;

(c) the time frame fixed for refund of deducted amount into users account;

(d) the details of account in which the interest accrued on the amount so deducted is to be deposited; and

(e) whether the Railways are contemplating any steps to ensure same day refund of the amount into users account and if so, the details of steps taken in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) Yes, Madam.

(b) In June 2015, there were a total of 7,19,638 cases of tickets not booked and an amount totalling ?1,37,38,26,300 was deducted from users' account.

(c) Usually it takes 2-3 working days to transfer the deducted amount to the concerned banks for further transfer to concerned customers account.

(d) It is a current account of IRCTC on which no interest accrues.

(e) Same day refund into users' account is not considered feasible at present because the associated reconciliation and settlement processes encompass multiple agencies like Railways' Passenger Reservation System, banks, payment gateways, etc.
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